

# MSCA21 TOGETHER AT LAST

OCT 14-17  
J.W. MARRIOTT SCOTTSDALE CAMELBACK INN

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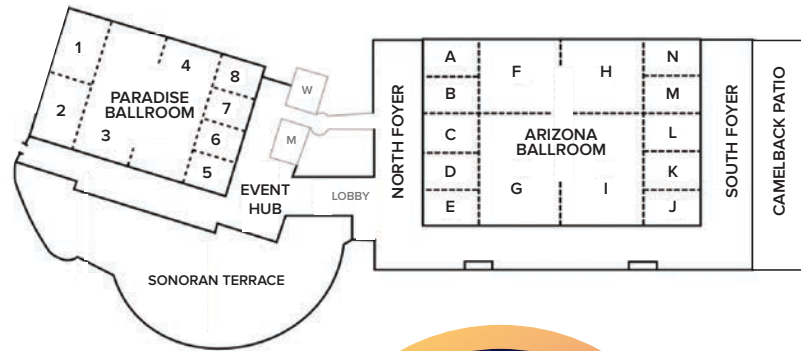


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**JW Marriott Scottsdale Camelback Inn Resort & Spa**  
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Check for daily updates on the **TOGETHER TEAM TOURNAMENT**

\*Save your favorite sessions in the Agenda to customize your own schedule.



**PROGRAM AT A GLANCE**

## Thursday, October 14

6:30am-8:00am Registration for Bonus Program & Breakfast	West Foyer
8:00am-2:00pm Bonus Program: The Art of the Thrive! Culture Conversations to Prepare You For Anything	Salon 2
1:00pm-7:00pm Registration/Information	Event Hub
1:00pm-7:00pm Sign Up for the Together Team Tournament	Event Hub
4:00pm-5:00pm First Timers Reception	Paradise Terrace
5:00pm-6:30pm Opening Session: Facing Adversity with Optimism and Resilience	Salons C-I
6:30pm-8:30pm Welcome Reception	Sonoran Terrace
<b>Friday, October 15</b>	
6:30am-4:30pm Registration/Information	Event Hub
7:00am-8:00am Breakfast	Sonoran Terrace
7:30am-9:15am Women in the Mechanical Industry (WiMI) Breakfast and Roundtable	Lincoln Private Dining Room
8:15am-9:15am Peer Group Session #1 Survival Tactics	
Leading from Afar: Working Remotely and Retaining Key Personnel	Salon A
Is Your Business Prepared for Disruption?	Salon B
Increasing Sales in a Post-COVID World	Salon C
How Sales Changed During COVID and Lessons Learned	Salon D
Connected Services as a Competitive Advantage	Salon E
Current State of Plumbing Service Market & the Potential for Growth	Salon J
Culture Shift: What to do When Shift Happens	Salon K
New Cost of Doing Business	Salon L
Only the Strong Survive - Or Do They?	Salon M
2020 - A Year to Remember (or Forget)	Salon N
Building a Culture of Safety	Camelback Patio
9:15am-12:00pm Exhibitors Display	Salons 3-8
10:00am-11:00am Spouse Program: Goat Yoga	Putt 'n Pitch Area
12:00pm-1:00pm Luncheon	Sonoran Terrace

## Friday, October 15 (cont.)

1:15pm-2:45pm Educational Session #1	Paradise Ballroom 1
Leading High-Performance Virtual Teams: Strategies for Succeeding with a Remote Workforce	Salons A & F
The Leadership Gist	Salon 2
Bounce: Using Resilience to Thrive Through Change	Salons N & H
3:00pm-4:30pm Educational Session #2	
Leading High-Performance Virtual Teams: Strategies for Succeeding with a Remote Workforce	Salons A & F
Winning Communications	Salon 2
Bounce: Using Resilience to Thrive Through Change	Salons N & H

## Saturday, October 16

7:00am-7:45am Breakfast	Sonoran Terrace
7:00am-10:00am Golf Bag Drop	Event Hub
7:00am-12:00pm Registration/Information	Event Hub
7:45am-9:00am General Session: The Hero Effect	Salons C-I
9:00am-11:30am Convoy of Hope Packing Party	Salons J-M
9:15am-10:45am Education Session #3	
The Leadership Gist	Salon 1
Healthy Building Strategies and Awareness	Salons A-F
Sales Best Practices for Our Transformed World	Salon 2
11:00am-12:00pm Peer Group Session #2 Technology and Innovations	
Strategies for Ensuring Safer Buildings	Salon 4
Selecting Service Software	Salon 5
Improving Environmental Air Quality in HVAC Systems	Salon 6
Maximizing Service Technician Safety Learning	Salon 7
The New Refrigerants: How to Manage the Change	Salon 8
Building Automation Opportunities	Salon C
Property Water Damage Prevention Technology	Salon D
The Digital Office - How to Manage a Remote Office	Salon E
AI Solutions for Skilled Trades Training	Salon B
The New High-Performance Building	Salon A

12:30pm-4:30pm Golf Cart Culinary Tour	Flag Poles
12:45pm-5:00pm Mountain Biking	Flag Poles
12:45pm-5:00pm City Slicker Cattle Drive	Flag Poles
1:00pm-6:00pm 28th Annual Golf Tournament	The Ambiente Course

## Sunday, October 17

7:00am-4:00pm Registration/Information	Event Hub
7:00am-8:30am Sun Run	Sonoran Terrace
8:00am-9:00am Breakfast	Sonoran Terrace
9:00am-10:00am Peer Group Session #3 Future Outlook	
Recruiting & Retention are the Key to Our Business & Industry Success	Salon A
There's No Good Talent Out There Anymore! Or Is There?	Salon B
Leadership Moving Forward	Salon J
The Post-COVID Office: How to Adapt	Salon K
Innovations in Operations	Salon L
New Look of Sales	Salon M
When Disease is Airborne: GPS vs. UV Technologies	Salon 5
The New National Service and Maintenance Agreement	Salon H
Benefits of a Diverse Workforce	Salon 6
Electrify Your Fleet	Salon 7
Always be Training Your Replacement	Salon C
Developing a Growth Plan	Salon D
10:00am Together Team Tournament Ends	Event Hub
10:15am-11:45am Education Session #4	
Future Outlook for the Commercial Real Estate Market	Salon 3
Winning the Talent Wars: Building a Winning Culture of Attraction, High-Performance and Retention	Salon 1
Understanding Trade Workers Mental Health Needs	Salon 2
11:45am-12:30pm Lunch	Sonoran Terrace
12:30pm-2:00pm Education Session #5	
Future Outlook for the Commercial Real Estate Market	Salon 3
Winning the Talent Wars: Building a Winning Culture of Attraction, High-Performance and Retention	Salon 1
Smart, Wise, Clever, Unique - Operational Best Practices That Can Change Your Business	Salon 2
2:15pm-4:00pm Closing Session: The Courage to Go Together	Salons C-I
7:00pm-10:00pm Mummy Mountain Bash	Mummy Mountain

